

# A GUIDE TO FREQUENTLY ASKED QUESTIONS

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## SUPPORT PLUS - FREQUENTLY ASKED QUESTIONS

## Q1. Why Support Plus?

In response to our customers' desires for long-term maintenance cost predictability and cost containment in an easy to use, convenient package, Hawker Beechcraft Corporation (HBC) is pleased to offer an aircraft maintenance budget plan, or the Support Plus Maintenance Plan. We have listened to owners' experiences with various aircraft and used that knowledge to develop for you what we believe are the most competitive aircraft service plans available today.

We know that flight departments work hard to establish respect and credibility in their organization. If you have operated aircraft, you will know that a certain amount of guesswork has always gone into budgeting. This is educated guesswork, of course, based on experience and familiarity with your individual aircraft, prior experience over the years and inputs from your peers and manufacturer provided information. Unfortunately, it is very difficult to achieve fleet-average costs when your fleet sample size is one, or perhaps a couple of the same fleet type. Unexpected service bulletins, for example, can strain your scheduled maintenance budget, while the randomness of unscheduled events can wreck havoc on your best laid plan.

With Support Plus, we have virtually eliminated the risk of high cost surprises, and aircraft maintenance expenses become much more predictable. Support Plus also offers the owner convenience and reduced administrative burden by shifting this workload and responsibility to HBC to manage. There are other advantages too: transferability on resale to subsequent owners, renewability at the end of the contract term, enhanced aircraft resale value, and premier service from appropriately rated Hawker Beechcraft Corporation Authorized Service Center facilities.

## Q2. What are the benefits of joining the Support Plus plan?

For the owner, there are many. First, maintenance expenses are more predictable as they become stabilized to the level of aircraft utilization. Given the level of utilization, budgeting and forecasting for the maintenance portion of your flight operations becomes much easier. A smooth, steady payment schedule should help to ensure that the budget remains on target. Depending on options chosen, Support Plus can virtually eliminate the possibility of high cost surprises, both scheduled and unscheduled, with the exception of expenses related to such things including, but not limited to, negligence, improper use or accident.

Risks from exceeding maintenance costs are transferred to the manufacturers, and the possibilities for breaking your maintenance budget are greatly reduced. The responsible manufacturer under its service plan becomes its own best competitor for higher reliability and more efficient maintenance tasks. The bottom line is everyone wins as HBC strives for lower costs. Support Plus also offers owner convenience and reduced administrative burden by shifting this workload and responsibility to HBC to manage. No more maintenance work orders to review and negotiate, and parts procurement is one phone call or click away.

Since Support Plus is transferable on resale to subsequent owners or owners, it is a portable asset to enhance your aircraft resale value, and improves the potential for buyer consideration. With Support Plus the owner is buying financial peace of mind, with value added to protect the investment in the aircraft. Future purchasers will be assured that the aircraft is up to date, maintenance has been performed in accordance with Hawker Beechcraft Corporation's requirements, and that the plan is backed and supported by the aircraft's manufacturer.

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And last but not least, the Support Plus provides you access to Hawker Beechcraft Services (HBS) and the worldwide network of HBC Authorized Service Centers (ASC) as a valued customer deserving special attention. With the world's largest ASC network, you are never far away from service and support. This means maintenance performed to HBC's high service center standards, and the use of genuine Hawker and Beechcraft parts. As a Support Plus owner, you will know that you are backed by Hawker Beechcraft Corporation and the benefits of the Support Plus plan.

### Q3. What is Support Plus?

Hawker Beechcraft Corporation's Support Plus is a maintenance service plan that provides owners of eligible Hawker Beechcraft selectable options for comprehensive maintenance support where HBC becomes responsible for expenses resulting from:

- Labor for scheduled inspections, maintenance and component removals
- Parts for scheduled inspections, maintenance and component removals
- Labor for unscheduled inspections, maintenance and component removals
- Parts for unscheduled inspections, maintenance and component removals
- Service bulletin coverage

Coverage can be selected for Support Plus Parts, or Support Plus Parts and Labor, for an aircraft, its propellers, and other parts, components and systems which are installed on the aircraft in consideration of the monthly payment of a service charge during the term of the Support Plus plan. Long term cost protection is provided with a sixty (60) month term for the agreement.

### Q4. Which plan do I need? (Parts or Parts/Labor)

Do you have you own maintenance staff and facilities? Do you need the full support of a service center? Or, do you just need the peace of mind from guaranteed protection, a parts only service plan can offer?

Support Plus offers several plans to suit individual owner's requirements. Owners have the option of selecting the most comprehensive coverage desired for their particular operations, including:

- Support Plus Parts
  - Components and Consumables Coverage offers parts only coverage for those owners that may have their own maintenance staff and capabilities, or do not require protection for labor expenses. This program option includes scheduled and unscheduled components and consumables, along with kits for recommended and mandatory HBC Service Bulletins. All parts will be provided by HBC through Hawker Beechcraft Parts & Distribution (HBP&D), or HBC's network of Authorized Service Centers or respective avionics manufacturer, with claims filed directly from the service center to HBC.

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- Support Plus Parts and Labor
  - Components and Consumables Coverage of Support Plus Parts; plus added labor coverage selected below:
  - Comprehensive Scheduled and Unscheduled Maintenance Labor Coverage provides complete labor coverage for scheduled inspections, scheduled and unscheduled maintenance, servicing, and component removals, along with labor for Service Bulletin incorporation as provided under the plan. All labor is accomplished from the benefit of the owner by HBC's worldwide network of Authorized Service Centers with claims filed directly from the service center to HBC.

The options of the plan have been designed to suit individual owner needs, and have been priced accordingly at a guaranteed hourly rate per flight hour.

**Q5. Can Support Plus be tailored to my operations?**

Owners can select other options in addition to Support Plus Parts or Support Plus Parts and Labor coverage. Additional coverage can be added:

- Propeller Overhaul Coverage

**Q6. What is the hourly rate for my Support Plus plan?**

The hourly rate established for each aircraft is based on the program options chosen. Support Plus assures the enrolled owner that their operating costs will be expected for an average aircraft in a mature operation from day one. The rate takes into account the benefit of existing warranty and commercial support programs. There are several basic hourly rates depending on the plan selected. The basic rate is applicable to aircraft that are operated for business aircraft-type operations only and is based on fleet average utilization for that model type. General rate information is shown in our rate sheets. For more specific information on hourly rates, contact Support Plus administration.

**Q7. Will my hourly rate vary during the term of my Support Plus plan?**

Your Support Plus guaranteed hourly rate will change annually (Jan. 1<sup>st</sup>) when economic adjustment formulas are applied to correct for inflation. Long-term cost protection is provided by limiting these rate adjustments to changes in specified economic adjustment indices from the US Bureau of Labor and Statistics. These indices are more fully described in your copy of the Support Plus agreement. As a result, Support Plus owners are protected from untimely and unlimited price increases. This means that owners' budgets are stable and predictable.

**Q8. Who can enroll in Support Plus?**

Support Plus is offered to the Hawker 750/800XP/850XP/900XP/4000, Beechcraft Premier 1/1A/II, Beechcraft King Air 350/350i/B200/B200GT/C90/C90GTi/C90GTx. Support plus packages are also available for Baron and Bonanza aircraft.

## SUPPORT PLUS - FREQUENTLY ASKED QUESTIONS

## Q9. How do I enroll?

First, complete our enrollment form and send it to Support Plus Administration as noted on the form. This form is available online at [http://www.hawkerbeechcraft.com/service\\_support/support\\_prog/support\\_plus/default.aspx](http://www.hawkerbeechcraft.com/service_support/support_prog/support_plus/default.aspx) or you can obtain the form directly from Support Plus administration.

The enrollment application form is for information purposes and does not generate any contractual obligations. Upon receipt of the application, HBC will prepare and send a Support Plus agreement for review and signature by a duly authorized owner representative. The enrollment application form may also be used to obtain a quotation to enroll an in-service aircraft or to inquiry about hourly rates.

## Q10. What are the requirements for enrollment?

New aircraft just entering service may be enrolled with an entry enrollment. In-service aircraft less than 10 years old will be subject (at the owner's expense) to an entry evaluation (with corrective actions, if any) inspection at a Hawker Beechcraft Services facility and will be required to meet certain minimum Service Bulletin standards prior to being accepted into the program. There is also a program enrollment fee calculated for wear and tear accumulated on time controlled components prior to joining the program. This enrollment fee will vary from aircraft to aircraft dependent upon aircraft status, condition, and other options selected for coverage.

## Q11. Is there an enrollment fee if I elect to enroll at a later date?

Generally speaking, for Support Plus enrollment of new aircraft just entering service there is no enrollment fee. For most models the enrollment of aircraft with less than three (3) months after entry into service there is no enrollment fee other than paying for hours flown since entry into service at the current applicable hourly rate.

In most cases, enrollment of aircraft with more than three (3) months since entry into service, the aircraft will be subject (at the owner's expense) to an entry evaluation (with corrective actions, if any) inspection at a Hawker Beechcraft Services facility and will be required to meet certain minimum Service Bulletin standards prior to being accepted into the program. There is also a program enrollment fee calculated for wear and tear accumulated on time controlled components prior to joining the program. This enrollment fee will vary from aircraft to aircraft dependent upon aircraft status, condition, and other options selected for coverage.

## Q12. If I enroll when my aircraft is new, are there any advantages?

By enrolling the aircraft when new, HBC will waive the entry requirements, and the owner can ensure a smooth payment scheduled and preclude unforeseen maintenance expenses later in the operation of the aircraft. Program enrollment following entry into service can result in additional enrollment expenses dependent upon aircraft status and condition and other options selected for coverage.

Other owner benefits may be provided with enrollment upon entry into service for propellers as selected for coverage under the plan will be dependent upon the enrollment conditions and procedures of the application Service Plan provider. For more specific information on entry requirements, please contact Support Plus administration.

## SUPPORT PLUS - FREQUENTLY ASKED QUESTIONS

**Q13. Why should I enroll before my normal warranty expires?**

During the normal warranty period, Support Plus payments are contributing on a smooth monthly basis for upcoming maintenance events such as part wear-out or life-limited component replacement or labor to accomplish scheduled maintenance if selected under the plan. This includes any required replacement or refurbishment of parts due to normal wear and tear and recommended and mandatory service bulletin upgrades as covered under the plan. A portion of the hourly rate goes toward coverage for unscheduled events outside the normal warranty coverage.

When establishing the Support Plus guaranteed hourly rate, the benefits of existing warranty coverages provided by HBC and component suppliers are already taken into account, and the guaranteed rate has been calculated accordingly.

**Q14. Isn't Support Plus just an extended warranty program?**

No! Support Plus is much more than an extension of warranty. Warranties usually cover defects in material and workmanship as expressly provided by each specific warranty, and do not include items such as normal wear and tear, time change or wear-out of parts and components, or service bulletin upgrades. With Support Plus the monthly service fee is really an investment toward the future maintenance of your aircraft and its components.

**Q15. What happens to my warranty if I enroll in Support Plus?**

For the duration of your Support Plus agreement, if the aircraft or a component is entitled to the benefit of both Support Plus and a HBC new aircraft, HBP&D parts or other manufacturers warranty, as applicable, the applicable warranty provisions will control. Further, the program requires the service center to apply for and credit Support Plus for goods and services covered by any warranty relating to maintenance and repair work performed.

**Q16. If I terminate my Support Plus plan, am I still entitled to my standard warranty?**

Upon termination of the Support Plus agreement for any reason, the owner will remain entitled to the balance of any applicable unexpired HBC new aircraft, HBP&D parts or other manufacturers warranty coverage, if any.

**Q17. Where can I take my aircraft for service?**

Depending on coverage options selected by the owner, all applicable work covered by the Support Plus program must be performed by an appropriately-rated Hawker Beechcraft Corporation Authorized Service Center and qualified (licensed and HBC appointed) to perform inspection, repair and overhaul of the eligible aircraft.

Avionics parts/components and/or services will be administered and provided directly to the owner by the respective manufacturer's maintenance service program. Such support will be provided through the applicable manufacturer's established support networks.

## SUPPORT PLUS - FREQUENTLY ASKED QUESTIONS

**Q18. What if my aircraft is AOG? (aircraft on ground)**

From time to time, it may become necessary for work to be performed at non-HBC authorized facilities when an aircraft is AOG. Complete instructions on AOG repair is provided in the Support Plus agreement.

Under Support Plus Parts, HBC will exchange components and related consumables with the owner to support any unscheduled component removal in order to return the aircraft to service. As with all Support Plus Parts transactions, the owner remains responsible for labor expenses.

**Q19. What if the aircraft is AOG away from a HBC Authorized Service Center?**

With the benefit of Support Plus Parts and Labor coverage, the owner can arrange for an off-site repair party, tools, and parts from an Authorized Service Center or, under certain provision of the plan, use a local repair facility in order to return the aircraft to service. Like other Support Plus Parts and Labor transactions, the owner remains responsible for off-site, travel-related expenses including but not limited to travel, living and lodging expenses related to AOG repairs.

HBC remains responsible for those expenses covered under the plan to the extent the work would have been accomplished by an authorized service center.

**Q20. What is the covered by the plan?**

Under Support Plus Parts, HBC will exchange components and related consumables with the owner to support any scheduled and unscheduled component removals. Parts replacement examples show below include airframe components for systems such as hydraulics, electrical, pneumatics, anti-ice and etc., as well as related consumables and expendables. Kits and components for HBC recommended and mandatory Service Bulletins are also provided when performed within the compliance period. Even tires and brakes are covered for wear, along with freight to the owner.

*Replacement Part Examples:*

Generator control units, hydraulic pumps, sensors, bearings, tires, switches, landing gear actuators, relays, wheels, control units, brackets, harnesses, batteries, o-rings, jackscrews, circuit breakers, windshields, bushings, accumulators, indicators, fuel pumps, brakes, position transmitters, check valves, starter generators, hoses, connectors, seals, valves

In addition to the benefits of Support Plus Parts which are included, Support Parts and Labor can provide owners with comprehensive labor support depending on coverage options selected by the owner. Example could include labor to accomplish:

- Scheduled inspections, maintenance and component removals
- Unscheduled inspections, maintenance and component removals
- Labor for Service Bulletin incorporation for Service Bulletins cover under the plan.

For more specific information on program coverage, please contact Support Plus administration.

## SUPPORT PLUS - FREQUENTLY ASKED QUESTIONS

### Q21. What is not covered by the plan?

A simple answer could be if it is not included in Support Plus coverage, it is not covered. However, these are dependent on the coverage selected by the owner, as applicable. Some typical exclusions for items that are not covered:

- Misuse, neglect, accident, or incidents/causes beyond HBC's control
- Failure by the owner to perform proper maintenance or use contrary to HBC current operating and maintenance instructions or recommendations
- Discretionary removals or replacement of components without cause
- Discretionary inspections without cause
- Aircraft cleaning, daily servicing and preflight checks and related consumables and expendables (compressor washes)
- Use of parts not supplied by HBC or modifications to the aircraft not issued by HBC
- Hangar fees, tooling fees, or any such related airport charges
- Living or transportation expenses for crew, maintenance personnel, or passengers
- Overtime premiums or call out charges
- All taxes, duties, customs, tariffs

A complete list of exclusions can be found in a copy of the Support Plus agreement which can be obtained by contacting Support Plus administration.

### Q22. Can I terminate the plan?

Yes. Upon written request, the Support Plus agreement may be terminated at any time by the owner provided the owner has fulfilled all of its obligations under the agreement up to such date.

In certain circumstances, a credit or a deficit invoice may be assessed and issued to the owner due to the termination notice. This credit or deficit invoice may be applicable as described below.

### Q23. Is there a penalty for early termination?

In the event of any termination of the agreement, the owner will remain liable to the date of termination to pay to HBC the difference between the total sum of all the monthly service charges and minimum flight hour charges (less administrative fees), plus Support Plus enrollment charges and fees, if applicable, paid directly by owner/operator to HBC by or for the benefit of the Owner and the total retail price of all the benefits provided by HBC to the Owner under this Plan.

Is this a penalty? No. This payment upon termination is a correction of payments back to the retail value of benefits received.

### Q24. Is there any provision for reimbursement?

In certain circumstances, a credit may be available to the owner. Upon notification of termination as mentioned above, or in the event that the agreement has run its full term, a credit may be applicable.

This credit, or Support Plus Bonus, will be applied to the owner's account provided the total value of the owner's service charge payments into the plan (paid directly by the owner/operator) has exceeded the retail value of service provided under the plan. The owner is eligible for a credit of 65% of the net positive account balance that may be applied to future expenditures at HBC, HBP&D, HBS or for Support Plus payments on another HBC aircraft.

## SUPPORT PLUS - FREQUENTLY ASKED QUESTIONS

Q25. What if my agreement runs full term?

Conversely, if the agreement has run its full term and a deficit between owner payments and benefits received under the plan exists at the point of expiration, the owner is released from any obligations concerning an account deficit, if any. If a deficit exists, it remains HBC's responsibility under the plan.

Q26. Can I transfer this plan if I sell my aircraft?

Yes. Support Plus benefits may be transferred to the subsequent owner(s) of the aircraft provided the previous owner has remained current with its program obligations. HBC reserves the right to offer such transfer of the agreement subject to subsequent owner and HBC's, and/or its avionics manufacturer's service programs, then current standard terms and conditions. The balance of the term of the existing Support Plus agreement will then be assigned to the new owner. The new owner would be transferred all right and obligations of the program including, but not limited to, the responsibility for any potential account deficit.

The transferability of Support Plus should provide an enhanced future resale value of your aircraft and may also increase potential for buyer consideration.

Q27. Are there minimum charges required?

Yes. The owner will pay to HBC the greater of actual aircraft hours flown or the monthly minimum hours based on the annual minimum in a contract year, provided in the agreement, multiplied by the applicable hourly rate.

Q28. Do I still need to buy insurance for my aircraft?

Yes. Support Plus does not cover loss or damage to the aircraft that is related to misuse, neglect, accident, ingestion of foreign material or any other defect or cause outside HBC control. Support Plus also does not cover loss due to fire, theft or consequential damages and does not provide any liability insurance.

Q29. How do I use Support Plus?

It is very simple. When maintenance is required, the owner simply advises the HBC authorized service center of Support Plus eligibility. The service center will perform the work and handle the rest including filing Support Plus claims directly with HBC or applicable manufacturer.

For Parts Only coverage requirements – equally as simple. If ordering the part directly from HBP&D, the part(s) is purchased and invoiced to the owner/owner will submit a claim to HBC and a credit is issued to the owner's account once the claim has been settled. If ordering from an authorized service center advise them of your Support Plus eligibility. They will supply the parts along with instructions regarding part to be returned. The service center will then file the claims with HBC or applicable manufacturer.

Q30. What is my monthly payment?

At the end of each calendar month, the owner will report total utilization within six (6) calendar days by using the HBC on-line Report Flight Hour form located at <http://www.hawkerbeechcraft.com/> under Service and Support/Support Programs. In the event the access to the on-line report form is unavailable, monthly utilization may be submitted to Support Plus administration.

Monthly payments are based on either minimum monthly flight hours or actual hours flown, whichever is greater. The amount due for the monthly payment is calculated by multiplying the monthly operation hours by the applicable hourly rate.

## SUPPORT PLUS - FREQUENTLY ASKED QUESTIONS

Q31. How will I be billed?

Upon receipt of an invoice from HBC, all payments will be made in full by the owner to an account designated by HBC. Terms of payment are net thirty (30) days from the date of the invoice for accounts in good credit standing with HBC and its subsidiaries. Such funds must be received by HBC within thirty (30) days of the date set forth on the invoice or interest charges or other fees may apply.

Q32. Can the agreement be renewed?

Yes, if the aircraft is no more than 10 years old. Support Plus administration will contact each owner a few months prior to the expiration of the current agreement to advise eligibility to continue and provide the applicable hourly rates for the next 5 year term. A new agreement is signed for the next term.

Q33. What other important obligations should be considered?

The Support Plus agreement is a contract based on a commitment by the owner to the full term as listed in the owner's agreement.

Early termination of a Support Plus agreement could result in deficit charges if the retail value of service and/or parts exceeds the value of the owner's flight hour payments into the program.

In the case of a transfer, if the subsequent owner accepts assignment of the Support Plus agreement, any surplus or deficit will transfer with the agreement. If the contract runs to maturity the subsequent owner is released for any obligations concerning an account deficit, if any. Any outstanding invoices and prorated minimum hours owed at the time of transfer of the agreement must be paid by the original owner. Surpluses are reserved for potential maintenance requirements and are not paid out.

The complete terms of the plan are set forth in the Support Plus agreement. We invite you to review the agreement. See for yourself how Support Plus can provide benefits for virtually eliminating the risk of high cost surprises, while providing more predictable aircraft maintenance expenses with convenience and reduced administrative burden.

Q34. If I have any further questions, where should I address them?

If you wish to obtain a copy of the Support Plus agreement, an enrollment application, a quotation; or if you imply want more information about Support Plus, please call or write us as indicated below:

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